NOVA SCOTIA
NOUVELLE-ÉCOSSE
Labour and Advanced Education
Travail et Éducation postsecondaire

NOVA SCOTIA
NOUVELLE-ÉCOSSE
Office of Immigration
Office de l'immigration

Nova Scotia
Advisory Council on
the Status of Women

Conseil consultatif sur la
condition féminine de la
Nouvelle-Écosse

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2012-2013 French-language Services Plan

June, 2012

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1. Message from the Deputy Minister

We are pleased to present the 2012-2013 French-language Services Plan for the Department of Labour and Advanced Education. This plan supports the overall goals of the department as well as our responsibilities under the French-language Services Act and Regulations.

Our department covers several important areas that directly impact the lives of Nova Scotians. Divisions within LAE work every day to keep our workplaces safe and fair, reduce the risk of fire in our communities, and make sure Nova Scotians have the right skills for good jobs through training and post-secondary education.
This plan outlines our efforts to make these important services and programs more accessible to Nova Scotia's Acadian and francophone communities.
Building on the work laid out in previous reports, in 2012-2013 we look forward to the ongoing collaboration with our partners at the Office of Acadian Affairs to further enhance our ability to deliver French services.

We will continue to look for opportunities to make our public consultations more accessible to the Francophone community. We will also continue to provide staff with learning tools and resources to enhance their own French-language skills.
Supporting lifelong learning is a priority for our department. Many of our Adult Education programs are offered in French and we are looking to expand our efforts even further. In addition, we will be working directly with the Francophone and Acadian community on helping them address issues such as skills shortages and attracting and retaining immigrants.

French-language components will also be further integrated into more aspects of the programs delivered by the Status of Women including the developing of bilingual print materials and online resources.

Our department has a key role to play in keeping our communities safe and providing training and skills to individuals across the province. This plan helps us ensure that these services are accessible and available for all Nova Scotians.

2. Responses to French Requests

The Department will continue to respond in a timely manner to written and verbal requests from the public for French-language services. Various French-speaking staff members have offered to provide services in French. Some staff answer the telephone in both English and French (Hello / Bonjour). In the Office of Immigration, the *Bonjour!* sign offering services in both official languages is prominently displayed in the reception area and bilingual staff are encouraged to wear the *Bonjour!* pin to indicate their bilingual capacity. We have bilingual staff throughout the province willing and able to provide service in French. Staff members who receive requests beyond their capacity to provide a response in French have been instructed to contact French-speaking staff members for help.

Some of the Chairs or Deputy Chairs of our boards can conduct hearings in French. Also, if applicants or witnesses need a French interpreter, that is provided free of charge. In addition, the Conciliation and Labour Tribunals Division has an agreement in place with New Brunswick for conciliation in French where workplace parties request it.

Publications can be translated upon the request of the originating division.

3. French-language Services Inventory

Labour and Advanced Education provides a wide range of services and publications available in French. Appendix A has more information.

4. Labour and Advanced Education Steps To Improve Our French-Language Services for 2012-2013

In 2012/2013, the Departments' plan continues our efforts to increase and deliver programs and services that reflect the needs of the Acadian and francophone community.

Appendix B details those goals and objectives.

5. Progress in Reaching Goals and Objectives for 2011-2012

Labour and Advanced Education made progress in improving its French-language services in 2011-2012 Appendix C lists:

- the goals and objectives we established for 2011-2012 to improve French-language services;
- the actions and activities we set to meet the goals and objectives for 2011-2012; and
- the progress we made last year to reach our goals and objectives.

Overall, 20 of the 30 Planned Measures from 2011-2012 were accomplished, for a 67 percent success rate.

6. Conclusion: Contribution to the Preservation and Growth of the Acadian and Francophone Community

The Department's French-language Services Plan contributes to the preservation and growth of the Acadian and francophone community by allowing us to serve French-speaking community members in their native language. This engages the Acadian and francophone community more fully in the planning and delivery of our operations and programs.

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Appendix A

French-language Services Inventory as of April 1, 2012:
Labour and Advanced Education, the Office of Immigration and the Advisory Council on the Status of Women

Services	Publications	Training	Other
The **Bonjour!** Program has been implemented. Several divisions of the department are able to provide bilingual services: - hearings can be conducted in French -francophone conciliators can be accessed through an agreement with New Brunswick -bilingual staff located around the province can assist clients who want to communicate in French -some toll-free services are available in French Programs for unemployed older workers in the Acadian Community have been supported. The Acadian Community is served by a designated bilingual Adult Education Coordinator. Adults can complete French literacy upgrading up to high school level. Adult Learning Program curricula have been developed for the Acadian and francophone community. Ability for callers to the OHS Division to receive and leave voice messages in French. OHS Division provides inspection reports and orders in French upon request. The Labour Market Programs Support System (LaMPSS) implementation products support the delivery of services in both languages where applicable.	The **Bonjour!** button is on our departmental website. It links to various presentations, publications, and internet postings that are in both French and English. Announcements or press releases have been done in French. Several publications have been translated into French.	French-language training is available to staff members. For those who have expressed an interest in the training, every effort is made to enroll them. However, requests for training are supported where operational requirements permit. All staff directly involved with the Acadian and francophone community are encouraged to seek out French-language training as part of their current training plan. Some French language training will be available for 3rd party service provider organizations. Training for 3rd party providers in the new LaMPSS system is available in French	Under the Labour Market Agreement (LMA), a representative of Acadian Affairs sits at the LMA planning table. Part of the agreement with the federal government is that both LMA and Labour Market Development Agreement (LMDA) programming will be available in both languages. We are engaged in a process that includes adapting and translating forms and documents as well as recruiting French-speaking staff to assist us in that endeavour. The Skills and Learning branch has organized an Advisory Committee on program issues. Employment Nova Scotia (ENS) trade show signage is available in both French and English.

Services	Publications	Training	Other
Workplace Education and Training Initiatives is conducting a provincial needs assessment with Acadian business to assess and then address essential skills and HR issues.			Status of Women engagement with the Acadian and francophone community to address violence against women in Nova Scotia. Status of Women to host the Federal/Provincial/Territorial Ministers Responsible for the Status of Women in May 2012. All sessions will be available in both French and English.

Appendix B

Goals and Objectives for 2012-2013
Labour and Advanced Education, the Office of Immigration and the Advisory Council on the Status of Women

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Goals and Objectives – 2012-2013	Planned Measures – 2012-2013
Objective 1 – Framework and Policy Strengthen the policy, regulatory, and administrative framework in support of the French-language Services Act	1.1 The Office of Acadian Affairs, the Minister, and designated public institutions fulfill their obligations pursuant to the French-language Services Act and Regulations.	To support and work with the OAA on expanding and improving FLS provided by LWD.	1. Ensure representation on the FLS Coordinating Committee and its sub-committees 2. Contribute to the Government's annual progress report on FLS. 3. Implement this plan
	1.2 Designated public institutions have implemented all sections of the Regulations.	To develop and implement internal policies related to the provision of services in the French-language.	1. Continue to review internal policies to identify areas where changes are required in order to allow for delivery of services in French and develop or adapt policies as required.
Objective 2 – Enabling French-language Services Consult, plan, develop, and deliver French-language services in priority areas	2.1 Designated public institutions deliver services that respond to the priority needs of the Acadian and francophone community as identified through consultation.	To work closely with OAA and the Acadian and francophone community to develop and implement active FLS.	1. Include a French-language component in at least two public consultations 2. Maintain ongoing dialogue and nurture relationships with Acadian and francophone community organizations to identify needs and priorities 3. Strategies to increase partnerships between Acadian and francophone community and the Department. 4. Work with the Acadian and francophone community on specific issues such as skill shortages and needs for immigrants. 5. Collaborate with Citizenship and Immigration Canada to support immigration in francophone minority communities. 6. Maintain a bilingual Nominee Officer position within the Office of Immigration. 7. Work with NS employers to help with their need to

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Goals and Objectives – 2012-2013	Planned Measures – 2012-2013
			hire French-speaking temporary foreign workers.
Objective 2 – Enabling French-language Services Consult, plan, develop, and deliver French-language services in priority areas	2.2 Public service employees are more knowledgeable about the approach being taken by the government to provide French-language services; are more sensitive to cultural issues pertaining to the Acadian and francophone community; and promote public awareness of French- language services and their availability.	To increase employee awareness of the provincial government's commitment to provide FLS and promote interest and involvement in service delivery.	1. Design and implement an internal campaign to promote awareness of the FLS initiative (i.e. make presentations to senior management and staff on the initiative and the departmental plan). 2. Maintain the Intranet page about the FLS plan. 3. Continue to offer a representative of the OAA a seat at the LMA planning table. 4. Prominently display the *Bonjour!* sign offering services in both official languages where such service is available. 5. Encourage staff to attend information session on social and cultural issues pertaining to Acadian and francophone community
	2.3 The public is more aware of the approach being taken by the government to provide French-language services and of the programs and services available to them.	To take part in the OAA and FANE's social marketing campaign to promote use of FLS.	1. Implement an external communications plan to promote services in French, including the *Bonjour!* program. 2. Maintain the Department's French websites. 3. Conduct information sessions and offer presentations in French to interested stakeholders, and liaise with community partners and media, to raise awareness about the Departments' programs and services. 4. Issue communiqués in French to the media as appropriate. 5. Translate and publish documents in French.
	2.4 Prioritization and establishment of French-language services to be offered, and of strategies or approaches for service delivery.	To examine the level of services in French and the capacity for offering services, identify the priority areas and monitor progress.	1. Refine or develop approaches, programs, and strategies for planning and delivering FLS in priority areas. 2. Ensure that LMA and LMDA programming continues to be available in both French and English.

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Goals and Objectives – 2012-2013	Planned Measures – 2012-2013
			3. Examine the need for and the level of services in French and the capacity for offering services and identify the priority areas 4. Status of Women to host the Federal/Provincial/ Territorial Ministers Responsible for the Status of Women in May 2012. All sessions will be available in both French and English.
	2.5 The capacity of the Public Service to provide services in French has increased due to the recruitment of French-speaking employees and training of employees, and standards and guidelines for recruitment, evaluation, and training are in place.	To continue to build departmental capacity to provide service in French through employee training in the French language.	1. Provide staff with opportunities, learning tools, and resources for French-language skills development, maintenance, and growth 2. Build capacity through French language training Maintain a bilingual Nominee Officer position within the Office of Immigration. 3. Co-Chair bilingual meetings of the Federal-Provincial-Territorial (FPT) Forum of Ministers and Senior Officials Responsible for the Status of Women in Nova Scotia in September 2011, and May 2012
Objective 3 – Community Development and Capacity-Building Ensure that the Acadian and francophone community has resources available for its long-term development and sustainability	3.1 Government has helped Acadian and francophone community-based organizations, where appropriate, realize their objectives expressed in the community's Global Development Plan.	To support community, cultural, and economic initiatives that meet the need of the Acadian and francophone community	1. Provide bilingual instructors to assist in the delivery of Adult Education programs. 2. Support community immigration related initiatives that meet the labour market and economic development needs of the Acadian and francophone community through the NSOI Immigration Settlement Funding Program and the Labour Market Agreement Funding Program, and the pilot project with Fédération acadienne de la Nouvelle-Écosse (FANE). 3. Continue work with the Fédération acadienne de la Nouvelle-Écosse (FANE) in addressing violence against women in Nova Scotia (i.e., Status of Women's work with the Domestic Violence Action

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Goals and Objectives – 2012-2013	Planned Measures – 2012-2013
			Plan Implementation Committee).
	3.2 Acadian and francophone school community centres offer services and programs to the Acadian and francophone community.	To explore opportunities to address French language community needs.	1. Maintain ongoing dialogue and nurture relationships with Acadian and francophone community organizations to identify needs and priorities

Appendix C

Progress in Reaching Goals and Objectives for 2011-2012
Labour and Advanced Education, the Office of Immigration and the Advisory Council on the Status of Women

Objectives	Goals and Objectives – 2011-2012	Planned Measures – 2011-2012	Results - 2011-2012
Objective 1 – Framework and Policy Strengthen the policy, regulatory, and administrative framework in support of the French-language Services Act	To support and work with the OAA on expanding and improving FLS provided by LWD.	1. Ensure representation on the FLS Coordinating Committee	1. Labour and Advanced Education and the Office of Immigration were both represented on the FLS Coordinating Committee. The Office of Immigration French-language Services Coordinator participated in the Human Resources Sub-Committee.
		2. Contribute to the Government's annual progress report on FLS.	2. The Departments' 2011/2012 plans contributed to the Government's annual progress report on FLS.
		3. Implement this plan	3. The 2011/2012 plans were implemented.
	To develop and implement internal policies related to the provision of services in the French-language.	1. Review internal policies to identify areas where changes are required in order to allow for delivery of services in French and develop or adapt policies as required.	1. Process started and will continue annually.
		2. Develop a policy on adapting and translating documents	2. Not done.
Objective 2 – Enabling French-language Services Consult, plan,	To work closely with OAA and the Acadian and francophone community to develop and implement active FLS.	1. Work with the OAA on a government-wide process to consult the Acadian and	1. Not Done.

Objectives	Goals and Objectives – 2011-2012	Planned Measures – 2011-2012	Results - 2011-2012
develop, and deliver French-language services in priority areas		francophone community on FLS and other important issues 2. Include a French-language component in at least two public consultations 3. Maintain ongoing dialogue and nurture relationships with Acadian and francophone community organizations to identify needs and priorities 4. Collaborate with the Acadian and	2. Developed a Marketing and recruitment plan for French-speaking immigrants to Nova Scotia through a targeted consultation. Consultation done in collaboration with Provincial Francophone Immigration Steering Committee. Included French component in public consultations on a. Apprenticeship system b. Workforce Strategy c. Minimum wage Student focus-group held in French at Université Sainte-Anne as part of consultation on Adult Learning Act and regulations. 3. Engaged francophone program delivery partners and wider stakeholders with a view to developing and piloting an integrated approach to francophone literacy development in Acadian communities. Status of Women engaged with the Fédération acadienne de la Nouvelle-Écosse (FANE) in preparation of two major government-community initiatives (i.e., the December 6th Commemorative event to mark the National Day of Remembrance and Action on Violence Against Women, and the March 28th Crime Prevention Symposium) to maintain ongoing relationship with the Acadian and francophone community. 4. Not done.

Objectives	Goals and Objectives – 2011-2012	Planned Measures – 2011-2012	Results - 2011-2012
		francophone community-based organizations on outreach projects funded by the Office of Immigration. 5. Work with the Acadian and francophone communities on specific issues such as skill shortages, 6. Collaboration with Citizenship and Immigration Canada and other governments and organizations to support immigration in francophone minority communities	5. Not done. 6. Participated in destination Canada Job Fair 2011 held in Paris and Brussels. 532 individuals or 19.74% of participants visited the Nova Scotia booth. Worked closely with employers for the Destination Canada Job Fair. Participated in Economic Immigration Forum organized by Conseil de développement économique de la N.-É. 7. As co-chair of NSIGHT, Status of Women was able to: a) Disseminated bilingual toolkits about human trafficking in 18 sessions, to over 276 service providers and first responders throughout Nova Scotia; b) Information postcards about human trafficking, and the electronic asset-map of available support services were translated in nine languages, including French. c) French interpretation was provided at the November 7th provincial symposium on human trafficking.

Objectives	Goals and Objectives – 2011-2012	Planned Measures – 2011-2012	Results - 2011-2012
Objective 2 – Enabling French-language Services Consult, plan, develop, and deliver French-language services in priority areas	To increase employee awareness of the provincial government's commitment to provide FLS and promote interest and involvement in service delivery.	1. Design and implement an internal campaign to promote awareness of the FLS initiative (i.e. make presentations to senior management and staff on the initiative and the departmental plan) 2. Maintain the Intranet page about the FLS 3. A representative of the OAA will continue to be offered a seat at the LMA planning table. 4. Prominently display the *Bonjour!* sign offering services in both official languages. Bilingual staff are encouraged to wear the Bonjour! pin to indicate their bilingual capacity. 5. Encourage staff to attend information sessions on social and cultural issues pertaining to the Acadian and francophone community (e.g. PSC Acadie at a Glance)	1. Human resources guidelines were distributed to Senior Management. In addition to providing client service and program administration on behalf of the Acadian community, Adult Education Coordinator participated on committees, delivered presentations on provincial government strategies and initiatives (Adult Learning Act, Workforce Strategy), delivered interview on Radio-Canada, and participated in functions and events hosted by the Acadian community. 2. The Intranet page was maintained. 3. Not done. 4. Bonjour! Sign was prominently displayed in reception area of Office of Immigration. Other French material on display in lobby. 5. The Public Service Commission no longer offers courses similar to *Acadie at a Glance*.

Objectives	Goals and Objectives – 2011-2012	Planned Measures – 2011-2012	Results - 2011-2012
	To take part in the OAA and FANE's social marketing campaign to promote use of FLS.	1. Implement an external communications plan to promote services in French, including the *Bonjour!* program.	1. Office of Immigration French web site launched At the immigration strategy launched French interview with Société Radio-Canada. Hosted French, Belgium and Tunisian delegation of public employment agencies Hosted French journalist
	The public is more aware of the approach being taken by the government to provide French-language services and of the programs and services available to them.	1. Conduct information sessions and offer presentations in French to interested stakeholders, and liaise with community partners and media 2. Provide new public signage in both official languages. 3. Issue communiqués in French to media as appropriate. 4. Translate and publish documents in French.	1. Materials for the proposed *Business Competency Endorsement for Journeypersons* program to be offered in French 2. Not done 3. 7 press releases were issued in French. 4. Translated documents on an ongoing basis.
	To examine the level of services in French and the capacity for offering services, identify the priority areas and monitor progress.	1. Refine or develop approaches, programs, and strategies for planning and delivering FLS in priority areas. 2. Ensure that LMA and LMDA programming continues to be available in both French and English.	1. Not done. 2. Not done.
	To continue to build departmental capacity to provide	1. Provide staff with opportunities, learning	1. Not done

Objectives	Goals and Objectives – 2011-2012	Planned Measures – 2011-2012	Results - 2011-2012
	service in French through employee training in the French language.	tools, and resources for French-language skills development, maintenance, and growth 2. Build capacity through French language training to build our FLS capacity 3. Continue to adapt and translate publications	2. Training was offered to Labour and Advanced Education staff. 3. Translated documents on an ongoing basis.
Objective 3 – Community Development and Capacity-Building Ensure that the Acadian and francophone community has resources available for its long-term development and sustainability	To support community, cultural, and economic initiatives that meet the need of the Acadian and francophone community	1. Provide bilingual instructors to assist in the delivery of Adult Education programs. 2. Continue to assist the Acadian and francophone community through a designated Employer Engagement Navigator who works with employers. 3. Support community immigration related initiatives that meet the labour market and economic needs of the Acadian and francophone community and French-speaking immigrants through the NSOI Immigration Settlement Program	1. Engaged the Féderation des parents acadiens de la Nouvelle-Écosse as a new partner in the delivery of family literacy programs in French. 2. Not done 3. Provided funding to three Acadian and Francophone organizations: a. FANE b. Conseil de développement économique c. Université Sainte-Anne Ran a pilot project with FANE: 16 applications to the Nova Scotia Nominee Program.

Objectives	Goals and Objectives – 2011-2012	Planned Measures – 2011-2012	Results - 2011-2012
		Funding and Labour Market Agreement Funding Program.	
	To explore opportunities to address French language community needs.	1. Offer French education sessions in community centres in Acadian and francophone communities.	1. Provided funding to develop and pilot an integrated approach to francophone literacy development in Acadian communities. Provided funding and guidance to curriculum development project with Université Sainte Anne which resulted in development of new curriculum resources for the FGA (French High School diploma program)